

Services/Activities Inventory

Department: Library

List those services provided to the citizens by this department. Do not list routine tasks that support functions within the department; i.e., checking the mail.

1. Budget preparation/financial monitoring; management and administrative support services for the Library system
2. Administration of external contractual and regional obligations
3. Administration of state-grants-in-aid program and other statutory and administrative requirements; administration of external and non-profit grant programs; administration of state and Federal programs and requirements.
4. Formulation, review, approval, and implementation of operational policies; resolution of patron issues
5. Staff recruitment, selection, and development
6. Promotion and public relations; program and events support
7. Acquisitions and inventory control of collection
8. Cataloging, classification, physical processing; application of standards [OCLC; MARC; ALA Filing; DDC Relative Tables]; access point creation [subject; author; title; keyword; series]; authority control; finalization of withdrawals
9. Service and inventory notices, including overdues; reserves; and item status; fines and fees accounting
10. Online information services/web-based product access [onsite and remote]; maintenance of applications, telecommunications, and hardware for integrated system and web services
11. Home page development; web link maintenance, collection, and updates
12. Preservation and repair of materials
13. Technical assistance in use of applications, products, hardware [for staff and public]; resolution of cataloging information issues
14. Reference and research services [via phone; walk-in; point-of-use; fax; and electronic/online delivery]
15. Readers' services, including readers advisory, holds and requests, notifications, and materials retrieval
16. Borrower services, including registration/circulation record maintenance and problem resolution, item lending and returns, inventory maintenance and reshelving, holdings and bibliographic record interpretation; interlibrary loans; online renewals; e-book access
17. Collection development and maintenance
18. Internet access through public workstations, wireless access, and instructional sites
19. Information guides and aids; locally-produced indexes; vertical file; research and directional sheets/electronic assistance
20. Copier/printer/fax transmission services; equipment and software assistance, including scanners; opaque projectors; word processing; typewriters; etc.
21. Collection of archival/local history materials
22. Bibliographic, lab and point-of-use instruction
23. Cultural, informational, and entertainment programming, computer instruction, juvenile literacy-based programs; Summer Reading Program
24. Outreach services to older adults/retirement and congregate living centers, daycares and schools; books by mail; special community events
25. Maintenance of public documents/governmental postings